

Administrative Services

Renee Matsuura
Director



The goal of Administrative Services is to provide continues, efficient and high-quality administrative support and services to the public and to agency users to assist the over all development of agriculture in Utah. Our motto is to provide exceptional customer service.

Information Technology Services

The Department was given an award from the Chief Information Office (CIO) by the Governor for providing on-line renewal via the Internet. We were the first agency to take e-checks on-line for license renewals. In order to implement the on-line license renewal new software was developed for the department's licensing program. Because of the hard work put forth by the team members that included information technology section, licensing section and financial section to make the project successful. The on-line access to the public became available November 1, 2002.

The development of the improved licensing program provided savings in printing, man-hours manually cutting and stuffing envelopes. The bar codes printed on the renewal forms which are returned to agency saves in data entry time that includes the name, address, type of license, license fee, customer number and revenue source code will automatically fill in when entering the license fee into the department's cash system. This information also updates the WEB site for licenses issued.

With the addition of the Program Analyst and LAN Coordinator to the information technology services section our customer service level has improved 125%. Software upgrades to Microsoft Office XP have provides our system to run in a more efficient manner. A new LAN Server and GIS Server were installed to improve service to our users and customers.

Installed a digital recorder and cameras to capture images on our upgraded security system. Also, magnetic locks for all fire doors being held open with wedges were installed to meet the Fire Marshall's guidelines.

Human Resource Management Section

The Human Resource Management section of the Utah Department of Agriculture and Food provides support and information to management and employees in job classification, compensation, recruitment, payroll, leave matters, rules, policies and procedures, state employee benefits. Other programs and

services such as Family Medical Leave Act, Americans with Disabilities Act, Employee Assistance Program, Educational Assistance, mediation, new employee orientation and employee training are also provided by the Human Resource Management Section.

A new recruitment program, Utah Job Match, is in the process of being completed and implemented to improve the hiring process for the State of Utah. The Department's Human Resource staff is involved in creating a new Position Description Analysis in the Utah Job Match program for each position in the Department. Implemented several new policies - Unlawful Harassment, Employee Conduct, Work Place Violence and in the process of a final review on Department Vehicle Use. Also trained all employees in regards to Ethic's and the proper use of state equipment. Employees who received the training signed an acknowledgment statement that they received and understand the training provided.

On March 3, 2003, State Finance implemented the new SAP payroll program. There are many new features to the program, which one will eventually allow each employee to enter their own timesheet into the payroll system.

Financial Section

Brand Recording Program - a new software was developed to capture the revenue collected by brand inspectors which include brand inspection fee, beef promotion fee, and predator fee (collected at auction markets). The new program provides reports that eliminate creating separate excel reports and increases error checking. The data entry completed in the brand collection system also enters the data into the department's cash system; therefore, reducing a double entry process.

We are in the midst of performing a full physical fixed asset audit in the department. The assets include capital assets above \$5,000 and we also capture fixed assets for information purposes that cost below \$5,000. The audit will also cover outlying areas of the state that have department fixed assets.

The finance section of our division was responsible for auditing the Organic Certification Program. Reviewing records of processors and farms was informing and challenging. There were many questions asked by the auditor that included the requirements to become certified by USDA.